

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Chief, Human Resource Services Branch - CEA level B

POSITION NUMBER:

800-690-7500-001

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration Division

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

SUPERVISOR'S NAME:

Kären Dickerson

SUPERVISOR'S CLASS:

Deputy Director - CEA level B

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☒ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☐ Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** (Check one):

- ☐ None ☒ Supervisor ☐ Lead Person ☐ Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

4- Staff Services Manager III;  
1- Labor Relations Manager  
1- Associate Governmental Program Analyst

Total number of positions for which this position is responsible: 143

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The CDSS employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, our managers and supervisors to select, hire, develop, and maintain the best professional workforce in State Service.

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## CONCEPT OF POSITION:

Under the administrative direction of the Deputy Director, Administration Division, the Chief of the Human Resource Services Branch is responsible for developing, administering and evaluating departmental policy relative to the Department's human resource management functions and directs the activities of the Branch. The Branch Chief is responsible for identifying and implementing long range plans to address the Department's human resource needs necessary to support the Department's mission.

### A. RESPONSIBILITIES OF POSITION:

- 45% Responsible for developing and implementing policies and best practices to ensure the overall integrity, coordination and integration of program activities in support of the mission, organizational plan, goals and strategic direction of the Department. The Chief oversees the overall administration, improvement and modernization of human resource functions in the following areas: Examination and Certification Section which is responsible for the administration of civil service examinations, advertising vacancies utilizing the Examination and Certification Online System (ECOS), reviewing and verifying minimum qualifications on applications, clearing the Certification List via ECOS and processing withhold notices on ineligible candidates; Classification and Pay and CEA/Exempt Section which is responsible for maintaining the Department's delegation agreement, maintaining the CEA and Exempt program, providing assistance and consultation to Divisions on organization and classification matters and verifying eligibility for employment in accordance with SPB Rule 250; Performance Management Unit which is responsible for assisting divisions and providing advice and guidance on matters related to the progressive discipline process to include formal and informal actions; Labor Relations Section which is responsible for representing the Department and the CDSS management team in all areas of labor/management relations; Risk Management Section which is responsible for Workers' Compensation, Reasonable Accommodation, Employee Assistance Program and Family Medical Leave (FMLA); Quality Assurance and Support Services Section which is responsible for fingerprinting, Conflict of Interest, Ethics Training, Incompatible Activities, Position Control and Telework; Payroll and Benefits Section which is responsible for processing employee's pay into the State Controller's Office system and processing benefits such as health, dental, vision, catastrophic leave, state disability insurance and non disability insurance; and Workforce Development which is responsible for educating and engaging the workforce through leadership, training and development opportunities.
- 25% Develops policies and guidelines for business processes to increase efficiency, accountability and compliance with applicable laws, rules and provisions of relevant bargaining contracts, while assisting hiring managers to navigate through the merit-based recruitment and selection process. Resolves controversial and complex matters resulting from the administration of such policies and regulations. Identifies and implements innovative personnel management practices and controls. Provides direction and oversight to create and implement tools to automate human resource services, records and forms. Directs the development and implementation of workforce management strategies and practices necessary to support the human resource needs of the department.
- 15% Collaborates with control agencies such as the State Personnel Board, California Department of Human Resources (CalHR), State Controller's Office and Department of Finance to ensure the Department's interest are included in the decision making process. Maintains the Department's delegated authority by building and maintaining strong working relationships with all areas of CalHR. Advises and consults with the California Health and Human Services Agency in the development of agency wide strategic human resource initiatives. Advises and assists executive staff on specific issues and policy matters relative to human resource functions and department priorities. Consults with other state and federal agencies on policy direction.
- 10% Provides management direction, oversight, mentoring, development, coaching and evaluation to subordinate management staff responsible for all human resource functions. Ensures through management staff excellent customer service and competing deadlines are met.
- 5% Other duties as they relate to the Human Resource Services Branch.

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B. SUPERVISION RECEIVED:

The Chief, Human Resource Services Branch operates under the administrative direction from the Deputy Director, Administration Division.

C. ADMINISTRATIVE RESPONSIBILITY:

The Chief, Human Resource Services Branch is responsible for all management functions of the Branch, the maintenance of effective Department and Branch policies and procedures, organizational structure and staffing.

D. PERSONAL CONTACTS:

The Chief, Human Resource Services Branch has frequent contact with the Department management to control and report on Branch activities and policies. Additionally, the Chief may represent the Department in discussing, analyzing and resolving critical and sensitive issues with the Department of Finance, State Personnel Board, California Department of Human Resources, Health and Human Services Agency, State Controller's Office and other state and federal agencies.

E. ACTIONS AND CONSEQUENCES:

The Chief, Human Resource Services Branch exercises judgment in making decisions affecting all aspects of the Department and in areas related to the Human Resource Services programs affecting Department staff. Poor judgment and decisions can adversely impact Branch morale and effectiveness, increase Department legal liability, jeopardize the rights of state and county employees, jeopardize the Department's delegated authority and diminish the Department's ability to achieve its objectives.

F. OTHER INFORMATION:

May act on behalf of the Deputy Director of Administration.